

Data Processing Manager III

Essential Task Rating Results

1	Reviews, makes decisions, and provides guidance on product and/or service delivery offerings to maintain/improve service.
2	Reviews, makes decisions, and provides guidance on problem resolutions to ensure uninterrupted delivery of services.
3	Establishes and maintains operational procedures in compliance with applicable government policies and guidelines, and Information Technology (IT) industry standards.
4	Provides oversight of service delivery to ensure the IT organization meets Service Level Agreements (SLA).
5	Directs and oversees the initiation, planning, analysis, design, development, testing, and implementation of products and services in accordance with industry best practices.
6	Ensures the integrity, performance and reliability of IT services using industry best practices.
7	Resolves conflicting priority requests for services and products by providing governance and oversight to develop plans of action and meet business needs.
8	Identifies and mitigates operational risks that adversely impact the delivery of services.
9	Assesses service offerings to determine continued viability based on customer needs, costs, available skill-sets, client base, and industry standards.
10	Establishes rates for services based on cost components, cost recovery, and projected client base.
11	Participates in teams to restructure processes and procedures within the department to improve the overall efficiency of services.
12	Oversees the IT components of the department's business continuity plan in compliance with State mandates.
13	Oversees regular updates, testing, and continuous improvement of Disaster Recovery Plans in compliance with State mandates.
14	Manages projects using established industry standards, methodologies and best practices to meet customer business needs.
15	Prioritizes and manages project activities and resources to ensure alignment with organizational goals and objectives.
16	Conducts feasibility studies for projects by researching and evaluating technologies and/or process improvement to solve business problems.
17	Manages project(s) risks, issues, and develops risk mitigation and contingency strategies to ensure successful project implementation.
18	Collaborates with other agencies to leverage existing IT solutions, best practices and processes.

19	Directs the development and implementation of organizational processes and procedures using industry best practices, subordinate managers and staff recommendations to assist in achieving the organization's goals and objectives.
20	Provides IT consulting services to aid customers in the development of their business solutions and plans to align with relevant strategic plans.
21	Provides IT consulting services to aid customers in response to legislative mandates.
22	Works with vendor or customer partners on new technologies in an innovation lab or test environment to create new service offerings.
23	Sets priorities, goals and allocates resources to meet service needs that align with strategic organizational objectives.
24	Oversees the development of statements of work containing technical requirements, business requirements, tasks, performance standards, deliverables, evaluation criteria to meet operational and service needs.
25	Participates in and/or conducts contract negotiations with vendors regarding IT contracts to ensure that program/project objectives are met.
26	Leads the formal IT solution acquisition request for proposal (RFP) process in accordance with State policies.
27	Directs and oversees IT purchasing in compliance with State procurement policies and procurement plans.
28	Oversee the development of procurement plans to ensure a sound approach to conducting procurements in accordance with State policies.
29	Makes purchase decisions based on needs assessments, costs, and standards to meet business requirements.
30	Monitors vendor performance, including the work being performed and technical deliverables, to ensure contract agreements are met.
31	Develops a positive working environment to promote open communication.
32	Provides status and escalates appropriate issues and risks to the executive level.
33	Prepares and presents presentations to various audiences to provide information, training, or influence decisions.
34	Serves as liaison between client and vendor executives to coordinate services.
35	Conducts and facilitates stakeholder meetings to improve workflow processes, coordinate changes, facilitate regular information sharing, communicate priorities, and provide direction to staff.
36	Develops and maintains working relationships with governmental stakeholders through chairing, managing, and participating on Statewide advisory committees and public forums to facilitate state-wide leadership, policy, and governance.

37	Represents the department as a subject-matter-expert to a variety of audiences.
38	Develops and manages customer expectations in collaboration with staff and customers.
39	Provides opportunities for staff development using cross training, mentoring, formal training classes, and other development techniques to promote career goals.
40	Develops staff in order to support emerging technologies and enhance service offerings.
41	Enhances team performance and maintains morale by setting clear and achievable expectations and providing developmental opportunities.
42	Encourages and motivates staff through team building activities, challenging assignments, and recognition.
43	Provides guidance and direction to subordinate supervisors, managers and staff to meet organizational goals.
44	Directs staff in developing customer service levels by setting and communicating standards and monitoring performance through customer evaluations and feedback.
45	Assigns and delegates work to subordinate employees.
46	Recruits, interviews, selects, hires, and promotes staff for the organization using approval authority, budget allotment, etc. to maintain staffing levels.
47	Develops and executes department IT succession planning activities including skills assessment, gap analysis, and workforce planning.
48	Evaluates and documents employee performance and completes employee performance evaluations and/or probation reports as required.
49	Determines and applies appropriate disciplinary action to employees in the work unit.
50	Complies with federal and State personnel regulations and collective bargaining agreements to ensure fair and equitable treatment of employees.
51	Administers provisions of Equal Employment Opportunity (EEO) and Americans with Disabilities Act (ADA) to ensure compliance in the course of supervising employees.
52	Mentors subordinate managers on human resources issues to facilitate resolution of grievances, interpersonal conflicts, and performance issues.
53	Monitors hiring and recruiting processes to ensure adherence to State, EEO and personnel guidelines.
54	Develops budget and resource management plans to meet departmental goals.
55	Approves budget expenditures, including invoice approvals, in accordance with budget and resource management plans.

56	Approves critical project and organization deliverables provided by subordinate managers to ensure work quality and policy compliance.
57	Ensure compliance to the State and department enterprise architecture policies, standards, and guidelines.
58	Ensure compliance to federal, State and department information security policies, standards, and guidelines.